

Subject: DD/OIT - Operations: Action List

The following list of activities and responsibilities I see as being those of the DD/OIT - Operations. As that person works into his new position I would like to have him, in cooperation with the DD/OIT - Development and DD/OIT - Management, divide up daily accountability and fix division of responsibility.

A. I see the DD/OIT - Operations as being responsible on a daily basis for the operation of the computer centers and the maintenance of the equipment therein. Likewise, I see this person as responsible for the daily operation of the domestic communications network, including the Headquarters Facilities Division.

B. I see Operations as responsible for installation and maintenance of equipment - terminals, word processors, PCs, commo equipment, reproduction equipment, telephones etc. - in the buildings in the Hqs area

C. The trouble desk is under Operations. I see it as a centralized function covering all the equipment mentioned above. To the trouble desk, it makes no difference whether the problem is software, firmware or hardware.

D. I see a division of responsibility between the trouble desk and customer relations. Of course, we all are involved in customer relations, but at the requirements and survey-for-new-support level I see this activity being on the turf of DD/OIT-Management. Thus, if a survey is to be conducted to see where a new telephone is to go in or a Wang Alliance to be installed, this I see under Management. I think a division of functions should take place resulting in the transfer of some positions from C&AG and MFG to DD/OIT-Management.

E. We have talked of the establishment of a computer store. I see this under Management not Operations. Software-hardware store.

F. Space: When one speaks of the need for space for more computers or more communications equipment and the organization of this space, this is the business of Operations. I expect estimates and projections to come from your office.

G. I expect Operations to have an active first name working relationship with the appropriate levels within OC. There should be no "we and them" aspect to this relationship.

H. I expect the Senior Watch Officer for OIT to be a key, responsible, thoughtful person who knows his responsibilities and has a political feel for what is expected on the D/OIT level and higher. I want a serious effort made to train and build the officers who occupy this position.

I. I expect our work areas - where the computers and communications equipment are located - to be clean, healthy places to work. Make them that way!

J. DD/OIT-Management has the overall responsibility for training. You should work closely with him to ensure that a skills training program for our entry level employees (operators and techs) is developed.

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L. All transactions from the Crisis Center are to be logged and recorded. If a variation to this rule happens, the D/OIT should be informed the following work day.

M. I see the functions of SEG being divided between Operations and Development. For example, I view AIM as being developed and delivered therefore, it should pass to Operations where it is maintained. Those persons who currently maintain AIM should be in Operations. I think we should look at each effort underway in SEG and split them into delivered and under development. The first group should go to Operations the last mentioned to Development. I recognize this is not a simple process - it consists of a series of managerial decisions which impact on resources. It splits the pool of systems programming personnel. However, I think it allows the Office to better set priorities and control and focus the use of resources. (let's talk)

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